

## Questions we ask when you apply by telephone

Here are all the questions you **may** be asked when you apply by phone:

Welcome to the Washington Unemployment Claims TeleCenter and Automated Claims Line. Our menu has changed, please listen carefully.

- For English, press 1 now.
- Spanish, press 2.
- Vietnamese, press 3.
- Russian, press 4.
- Korean, press 5.
- For all other languages, press 6.

Many of our automated services are also available on our website @ [www.go2ui.com](http://www.go2ui.com) that's G O the number 2 U I dot com.

Using the numbers on the touch pad on your telephone, please enter your social security number.

The SSN number you entered was (XXX-XX-XXXX), if this is your correct SSN press 1, if the number was incorrect and you want to reenter it press 9.

If you would like to open or reopen a claim, press 2.

If you have a question about unemployment insurance, press 7.

You will need the following information available to complete your application for benefits:

- The business names and complete mailing addresses of all your employers for the last two years and the dates of employment.
- If you are not a US citizen, please have your alien identification number ready.
- If you do not have this needed information, we may be unable to complete your application and we may ask you to call back later.
- If you have a court order for your protection, please tell the claims specialist when your call is transferred.

You will now be asked a series of questions. Answer each question using the touch pad of your phone. To repeat a question press star 5. Answer all questions truthfully. Failure to provide accurate information could result in errors on your claim.

After answering the questions, your call will be routed to the next available claims specialist for completion.	
1	<ul style="list-style-type: none"> <li>• Please enter the two-digit month in which you were born</li> <li>• Please enter the two-digit day of the month you were born.</li> <li>• Please enter the four-digit year you were born.</li> <li>• You entered XX-XX-XXXX</li> </ul> <p>If this is correct, press 1, if not, press 9.</p>
2	<p>Please enter your gender:</p> <ul style="list-style-type: none"> <li>• Male press 1</li> <li>• Female press 2</li> </ul>
3	<p>Please select your ethnic background.</p> <ul style="list-style-type: none"> <li>• If you consider yourself white or Caucasian, press 1;</li> <li>• Black or African-American, press 2;</li> <li>• Hispanic, press 3;</li> <li>• American Indian or Alaskan Native, press 4;</li> <li>• Asian or Pacific Islander, press 5;</li> <li>• For all others or if you choose not to answer this question, press 6.</li> </ul>
4	<p>Please select your highest level of education.</p> <ul style="list-style-type: none"> <li>• If you have less than a high school diploma or GED, press 1;</li> <li>• High school diploma or GED, press 2;</li> <li>• For technical school, press 3;</li> <li>• For college degree, press 4;</li> <li>• For an advanced college degree, press 5.</li> </ul>
5	<p>Currently we provide written materials in English and Spanish only. If you could receive written materials in any language, what would be your preference?</p> <ul style="list-style-type: none"> <li>• For English, press 1;</li> <li>• Spanish, press 2;</li> <li>• Chinese, press 3;</li> <li>• Vietnamese, press 4;</li> <li>• Laotian, press 5;</li> <li>• Russian, press 6;</li> <li>• Cambodian, press 7;</li> <li>• Korean, press 8;</li> <li>• For all others press 9.</li> </ul>

6	<p>Do you consider yourself disabled according to the Americans with Disabilities Act of 1990?</p> <ul style="list-style-type: none"> <li>• If yes, press 1;</li> <li>• If not, press 9; or</li> <li>• If you do not wish to disclose this information, press 3.</li> </ul>
7	<p>Beginning with your area code, please enter a 10-digit telephone number where we can contact you.</p> <ul style="list-style-type: none"> <li>• If you do not have a phone number, press the pound sign.</li> <li>• You entered XXX-XXX-XXXX</li> </ul> <p>If this is correct, press 1, if not, press 9.</p>
	Answer the next set of questions by entering 1 for yes or 9 for no.
8	If we have a question about your claim, do we have your permission to leave a message at the phone number you provided?
9	If we have a question about your claim, may we contact you by e-mail?
10	Unemployment benefits are taxable income. Do you want 10% of your benefits withheld and sent to the IRS?
11	Do you get your work through a referral union?
12	Have you applied for or are you receiving a pension?
13	Are you a veteran of the U.S. Military?
14	Do you have a disability that is service-connected? ( <i>Will ask if previous question was answered "Yes"</i> )
15	Do you have a definite return to work date within the next 4 weeks?
16	Are you immediately able to seek and accept full time work?
17	Are you currently attending or planning to attend school or a training program?
18	Are you self-employed, work on a commission, or perform services on an exchange basis, such as trade work for rent?
19	<p>Are you a U.S. citizen or an American National?</p> <p>Were you legally entitled to work in the United States in the past two years? (<i>Asked if previous question was answered "No"</i>)</p>

20	We also offer Voter Registration services. If you want to register to vote or change your address on your current registration, press 1, other wise press 9. (Asked if previous questions was answered "Yes")
21	Have you applied for unemployment benefits in any state other than Washington in the last 12 months?
22	Did you work for the federal government in the last two years?
23	Were you separated from active duty in the U.S. military in the last two years?
24	Did you work in any state other than Washington in the last two years?
25	Have you applied for, or received time loss benefits, disability pay, crime victim's compensation, or suffered an injury or illness that lasted 3 months or longer in the last two years?
Thank you. Your call will now be routed to the next available claims specialist for completion. For quality assurance, this call may be recorded.	